

Message

From: Hunsanger, Eric (E.C.) [ehunsang@ford.com]
Sent: 1/17/2014 6:59:33 PM
To: Ball, Joel [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=92af2ab6f5274bc597249d04358ef25f-Ball, Joel]
Subject: RE: Warranty

Hi Joel,

After reviewing this claim in more detail, we agree that [Citizen Name / Ex. 6] is entitled to coverage for the damage to his vehicle's PCM. I am directing our warranty administration group to contact the dealership today and inform their service department that Ford will cover the PCM replacement. Thank you for bringing this to our attention.

Regards,

Eric C. Hunsanger
Ford Motor Company
Sustainability, Environment & Safety Engineering (SE&SE)
Ford Mobile: (313) 399-3858
Email: ehunsang@ford.com

From: Ball, Joel [mailto:ball.joel@epa.gov]
Sent: Wednesday, January 15, 2014 2:39 PM
To: Hunsanger, Eric (E.C.)
Subject: RE: Warranty

Hello Eric,

EPA disagrees that an emissions warranty claim for a major emission control component can be denied based on a defect occurring in other components first. In this case, there is some disagreement between Ford and its customer as to which component failed first, the ignition coil or the ECU. However, we believe that is irrelevant. The Clean Air Act (CAA) §207 requires a manufacturer to warrant that the **vehicles** it produces are free from defects which cause the vehicle to fail to conform with applicable regulations (see CAA sec. 207 (a)(1)). If a defect in the vehicle causes the catalytic converter or ECU to fail, then the catalytic converter or ECU is covered for 8 years/80,000 miles. This is not limited to the case of a defect internal to the catalytic converter or ECU itself.

Please also note that it is a violation of the Clean Air Act to fail or refuse to comply with the emissions warranty requirements (see CAA sec. 202 (a)(4)).

Joel Ball
Light-Duty Vehicle Group
Compliance Division
United States Environmental Protection Agency
(734) 214-4238
ball.joel@epa.gov

From: Hunsanger, Eric (E.C.) [mailto:ehunsang@ford.com]
Sent: Tuesday, January 14, 2014 1:33 PM
To: Ball, Joel
Subject: RE: Warranty

Hi Joel,

I spoke with the service manager at the dealership where [Citizen Name / Ex. 6] had his vehicle serviced, and he advised me that the damage to the PCM was caused by the damaged coil-on-plug. Since the PCM was not a defective part and was damaged due to another part that is no longer covered, it would not be appropriate to cover the PCM replacement under the PCM 8 yrs. / 80,000 mile emissions warranty.

As a part of our normal process, we review TSBs to determine whether a defect report is appropriate. After reviewing this specific TSB, it appears we may have missed this one. At our next committee meeting, we will review this TSB to determine if a defect report should have been issued, and if so, the report would be entered shortly thereafter.

Finally, Ford would like to request a meeting to discuss an unrelated potential in-use concern. This would cover both light-duty chassis certified products and heavy-duty engine certified diesel products. If possible, Ford would like to meet with you, Linc Wehrly, Stephen Healy, and Justin Greuel sometime late next week or the week following. Is there anyone else you would suggest including, and do you have any convenient open times that we could consider scheduling?

Thank you very much for your help. Please let me know if you have any questions.

Regards,

Eric C. Hunsanger
Ford Motor Company
Sustainability, Environment & Safety Engineering (SE&SE)
Ford Mobile: (313) 399-3858
Email: ehunsang@ford.com

-----Original Message-----

From: Ball, Joel [<mailto:ball.joel@epa.gov>]
Sent: Monday, January 13, 2014 9:27 AM
To: Hunsanger, Eric (E.C.)
Subject: RE: [POSSIBLE SPAM] Warranty

Hi Eric,

Do you have any more information regarding this inquiry?

Thanks,

Joel Ball
Light-Duty Vehicle Group
Compliance Division
United States Environmental Protection Agency
(734) 214-4238
ball.joel@epa.gov

-----Original Message-----

From: Hunsanger, Eric (E.C.) [<mailto:ehunsang@ford.com>]
Sent: Friday, January 03, 2014 4:24 PM
To: Ball, Joel
Subject: RE: [POSSIBLE SPAM] Warranty

Hi Joel,

Indeed I am now handling these requests. I will investigate this concern and report back to you as soon as I have more information. Sorry that I didn't reply sooner; I had some time off prior to the Company Holiday break. Thank you.

Regards,

Eric C. Hunsanger
Ford Motor Company
Sustainability, Environment & Safety Engineering (SE&SE) Ford Mobile: (313) 399-3858
Email: ehunsang@ford.com

-----Original Message-----

From: Ball, Joel [<mailto:ball.joel@epa.gov>]
Sent: Friday, December 20, 2013 10:48 AM
To: Hunsanger, Eric (E.C.)
Cc: Wilson, Marie (M.)
Subject: FW: [POSSIBLE SPAM] Warranty

Hello Eric,

I understand you will be handing emission warranty inquiries now that Maria has moved to her new position. I was contacted by [Citizen Name / Ex. 6] who was charged for the replacement of the ECU on his vehicle within the 8 year /80,000 mile warranty period. Please see the attached dealer invoice. I also understand that the failed ECU was causing the coils to "burn" out and [Citizen Name / Ex. 6] was charged to replace the damaged coil and spark plugs twice.

Please look into this case and let me know why the emissions warranty on the ECU was denied.

There appear to be TSBs which cover this issue (# 13-4-17,12-8-17,11-8-2), however, I do not find a defect report. Could you please let me know if one was submitted and forward me a copy if there is one?

Best regards,

Joel Ball
Light-Duty Vehicle Group
Compliance Division
United States Environmental Protection Agency
(734) 214-4238
ball.joel@epa.gov

-----Original Message-----

From: [Personal Email / Ex. 6]
Sent: Friday, December 13, 2013 12:13 PM
To: Ball, Joel
Subject: [POSSIBLE SPAM] Warranty